# *Educational Organisation Using ServiceNow*

**Team ID : NM2025TMID16583**

**Team Members : 4**

**Team Leader : SANDHIYA S**

**Team Member : VAMSIKA S**

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## Problem Statement

The Educational Management System is a comprehensive platform designed to streamline administrative tasks within educational institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

**Objective:**

1. to streamline and automate institutional operations.
2. improve the student and staff experience by providing personalizedservices and a unified platform.
3. enhance digital security, and foster innovation through data-driveninsights.
4. providing self-service IT and student support, unifying departmental services for better collaboration.
5. leveraging AI/ML for enhanced decision-making and learning.

**Skills:**

1. JavaScript and Scripting: For automating application logic andcustomizing the platform.
2. Platform Administration: Fundamental knowledge of managing theServiceNow platform.

3. Application Development: Building custom applications on theServiceNow platform.
4. Problem-Solving: Diagnosing issues and developing effective solutionswithin the ServiceNow environment.

## TASK INITIATION:

**Milestone 1: User**

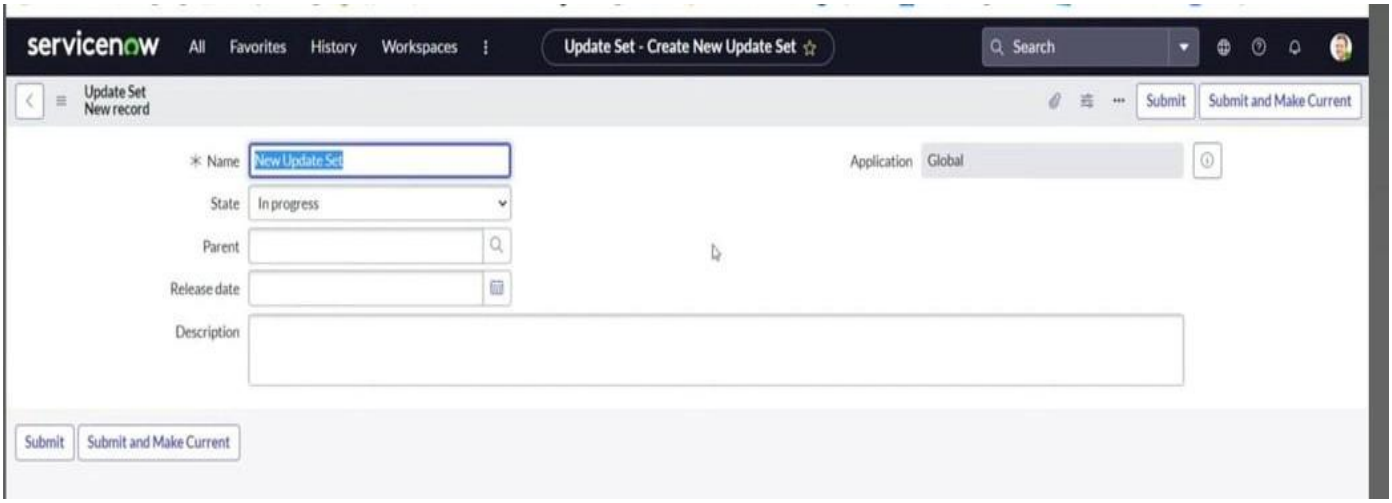
***Activity 1*: Setting Up Your ServiceNow Instance:**

1. Sign up for a developer account on the ServiceNow Developer site“https://developer.servicenow.com”.
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.
7. Now you will navigate to the ServiceNow.

## *Activity:* Creating a Update Set:

1. Click on All >> Local update sets >Click New.

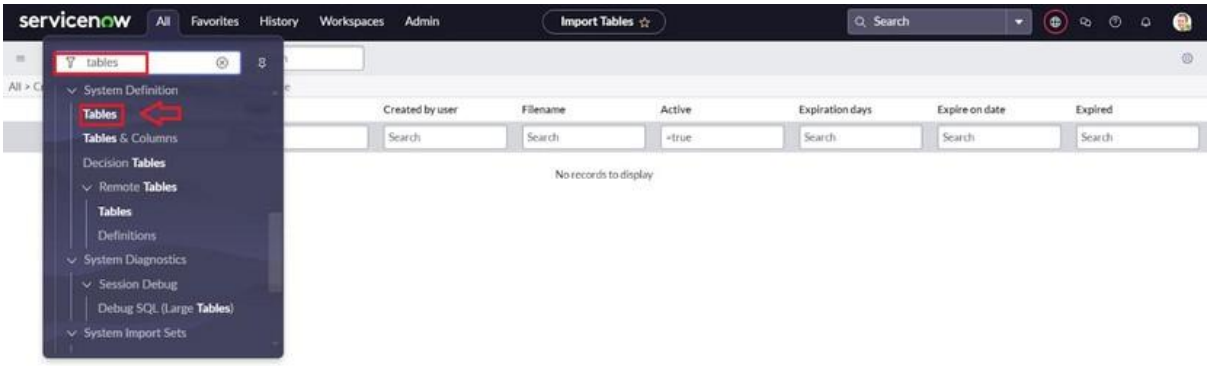

2. Enter the Details Name: Educational Organisation >> Click on Submitand make Current.



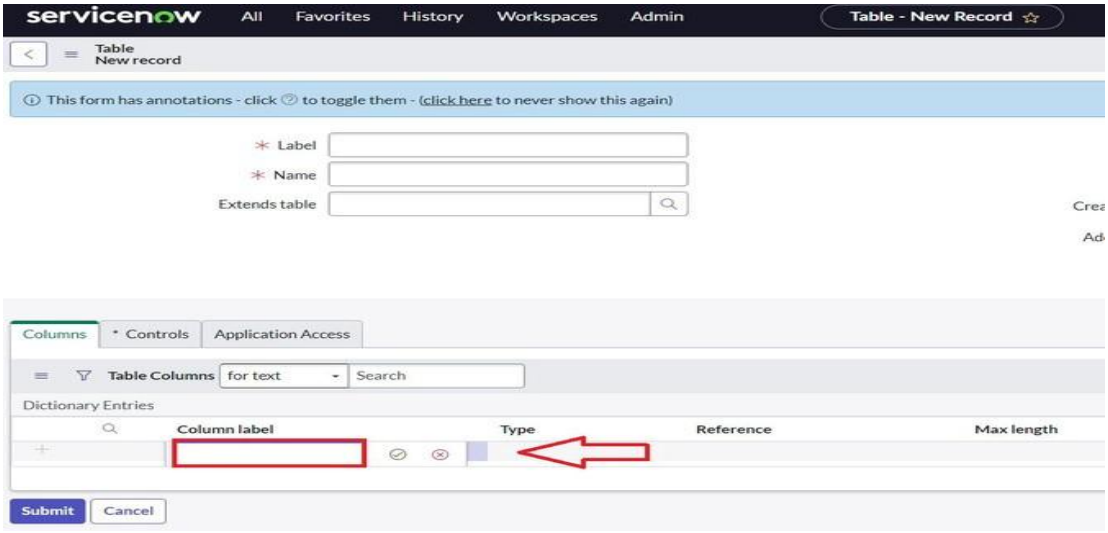

**Milestone:** ***Creating a Table***

***Activity 1:*** Creating Salesforce Table.

1. All >> Tables > Click on new




2. Enter the Label(Anything you want): Salesforce >> Click on Name it willAutomatically generate Api name.
3. Create columns as given below,Double Click on Column label and Enterthe Column labels and click on the tick mark >> Give Type as given .



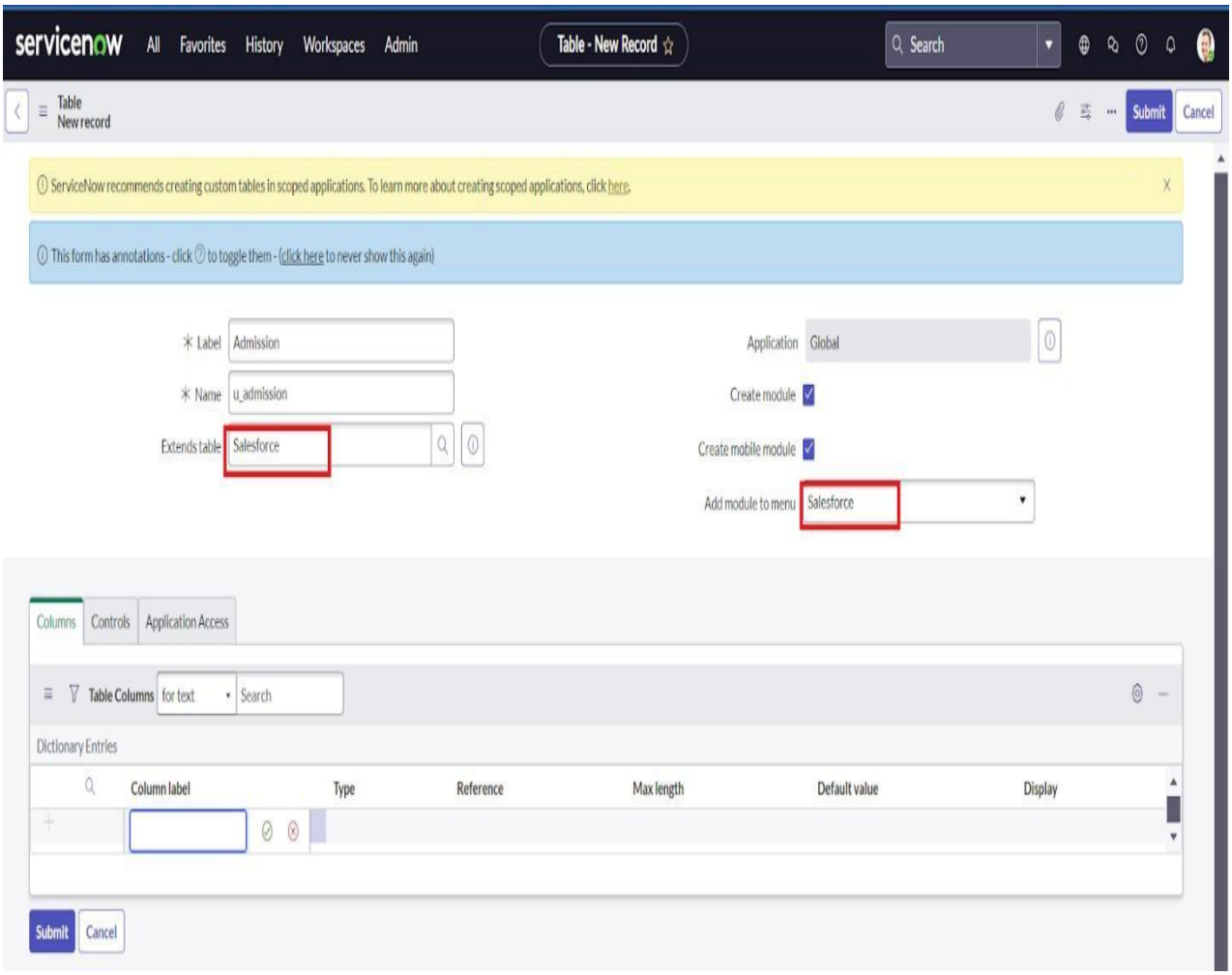

4. For “Admin Number” Give Display as True and right click on the togglebar on top >> save.
5. Click on controls >> Enable Extensible.


6. Click on “Admin Number” column, In Related Links Click on AdvancedView >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update .

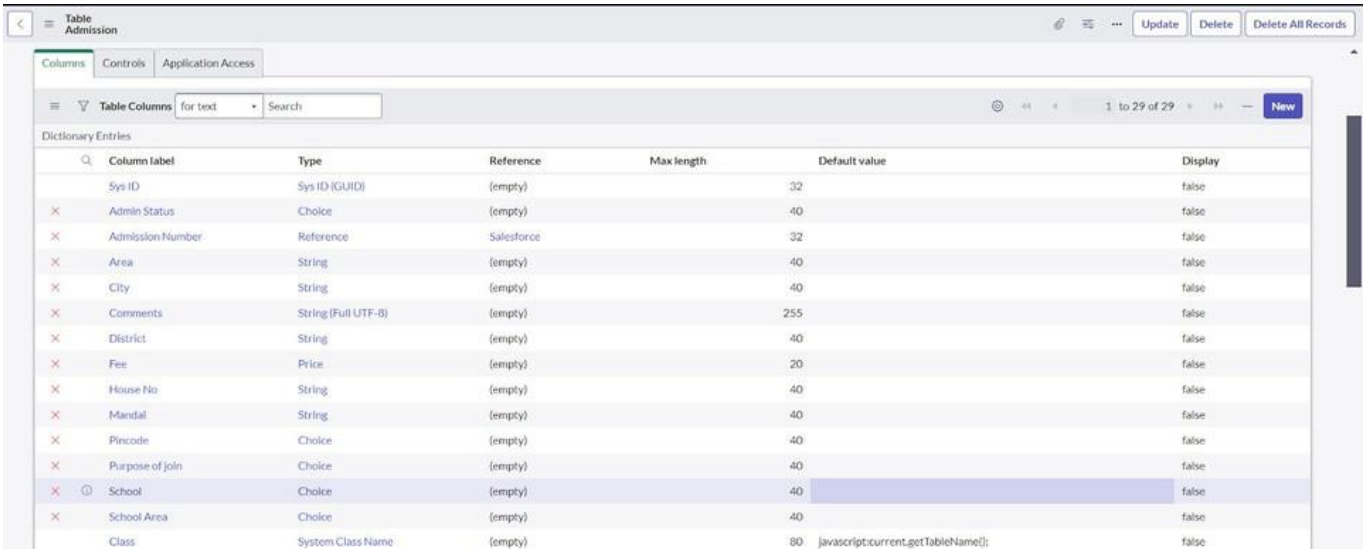
***Activity 2:*** Creating Admission Table

1. Create an Admission Table with Columns given.

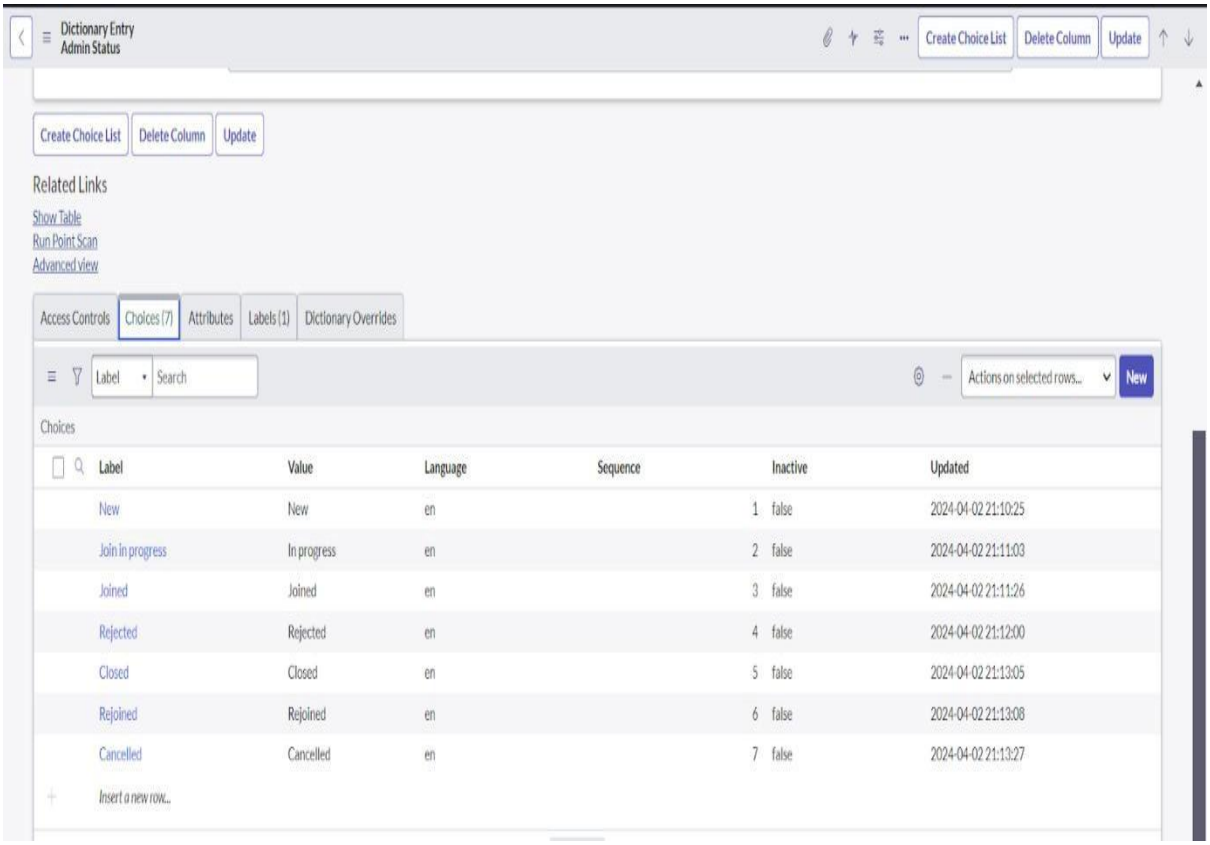
2.SelectExtendsTable>>SalesforceandalsoSelectAddmoduleto menu >> Salesforce.




3.Create Fields as shown

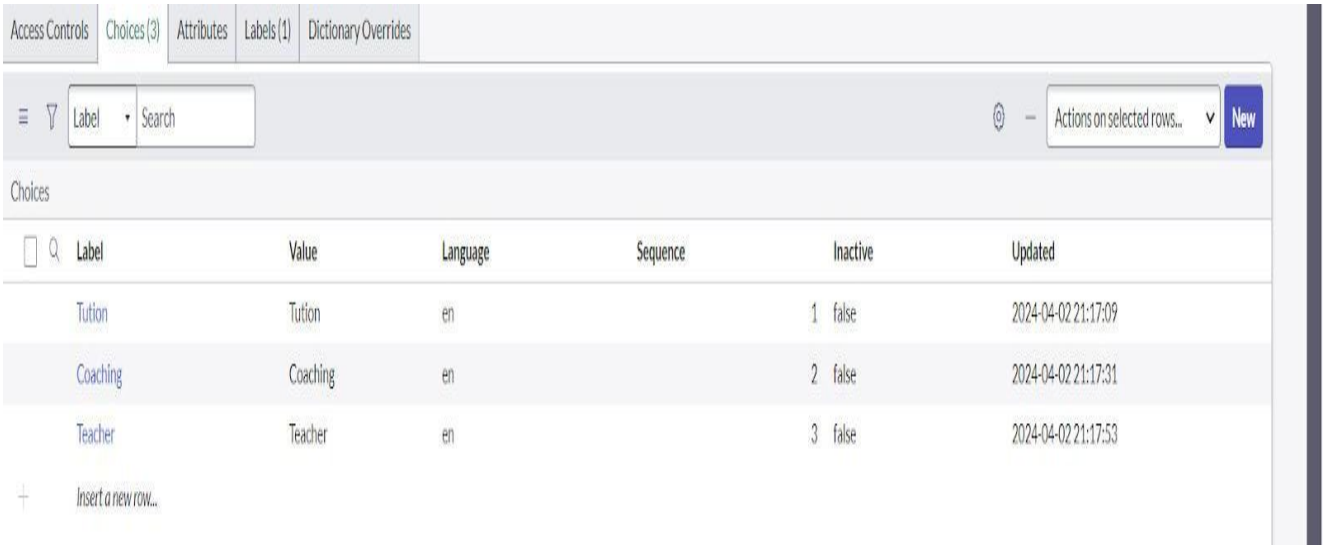



3. Create choice for Admin Status as:

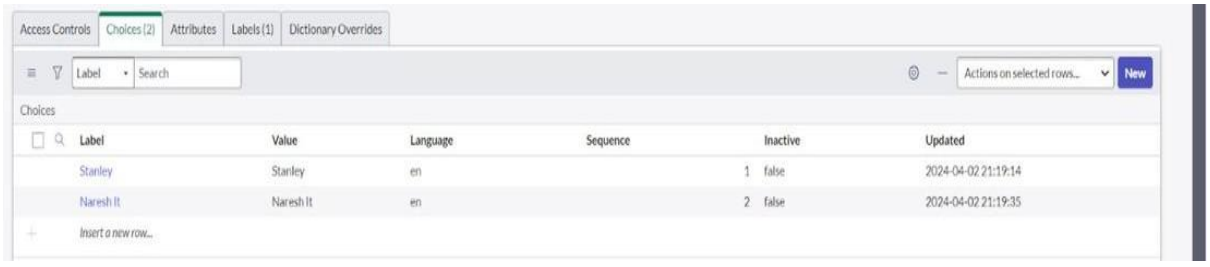


4. Create choice for Pincode as:


5. Create choice for Purpose of Join as:




7.Create choice for School as:




8.Create choice for School Area as:


***Activity 3:*** Creating Student Progress Table

1. Create a Student Progress Table with Columns given.
2. Select Add module to menu >> Salesforce.
3. Create Fields as shown:

| | | | | | |
|---|---|---|---|---|---|
| X | Admission Number | Reference | Salesforce | 32 | false |
| X | English | String | (empty) | 40 | false |
| X | Hindi | String | (empty) | 40 | false |
| X | Maths | String | (empty) | 40 | false |
| X | Percentage | String | (empty) | 40 | false |
| X | Result | String | (empty) | 40 | false |
| X | Science | String | (empty) | 40 | false |
| X | Social | String | (empty) | 40 | false |
| X | Telugu | String | (empty) | 40 | false |
| X | Total | String | (empty) | 40 | false |
| | Insert a new row... | | | | |

## Milestone : *Form Layout*

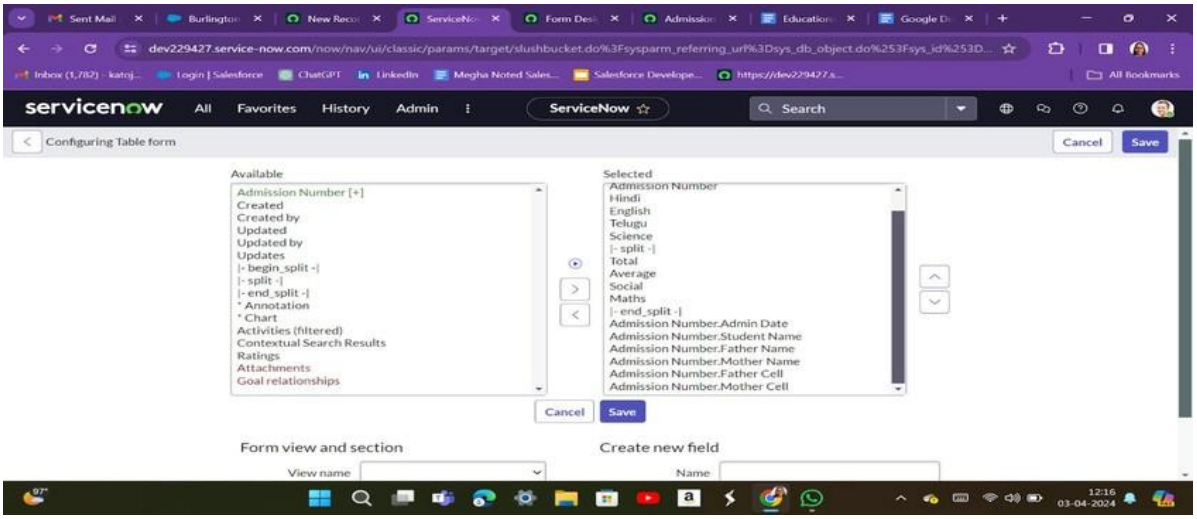
### *Activity 1 :*

### Configuring Table form for Student Progress Table

1. In the Student Progress Table Page , Click on Layout form .


2. Click on Admission Number [+] .

3. Select below Admission Number fields in Available side and send it toselected side as below >> save.

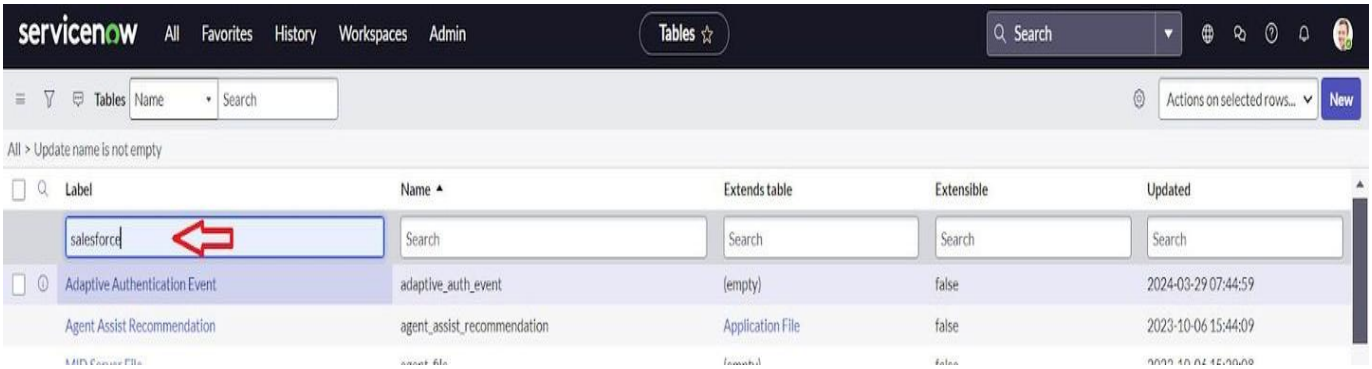



## Milestone : *Form Design*

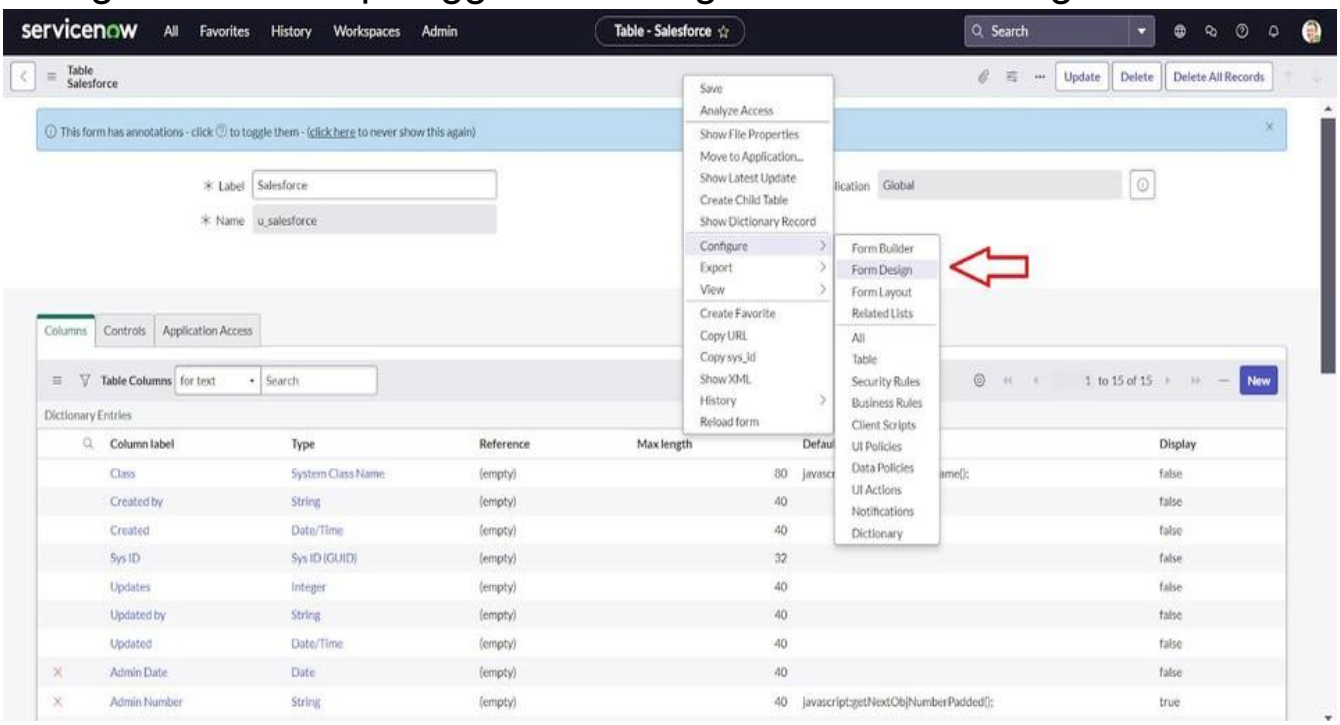
### *Activity 1 :* Creating Form Design for Salesforce Table

1. All >> System Definition >> Tables .

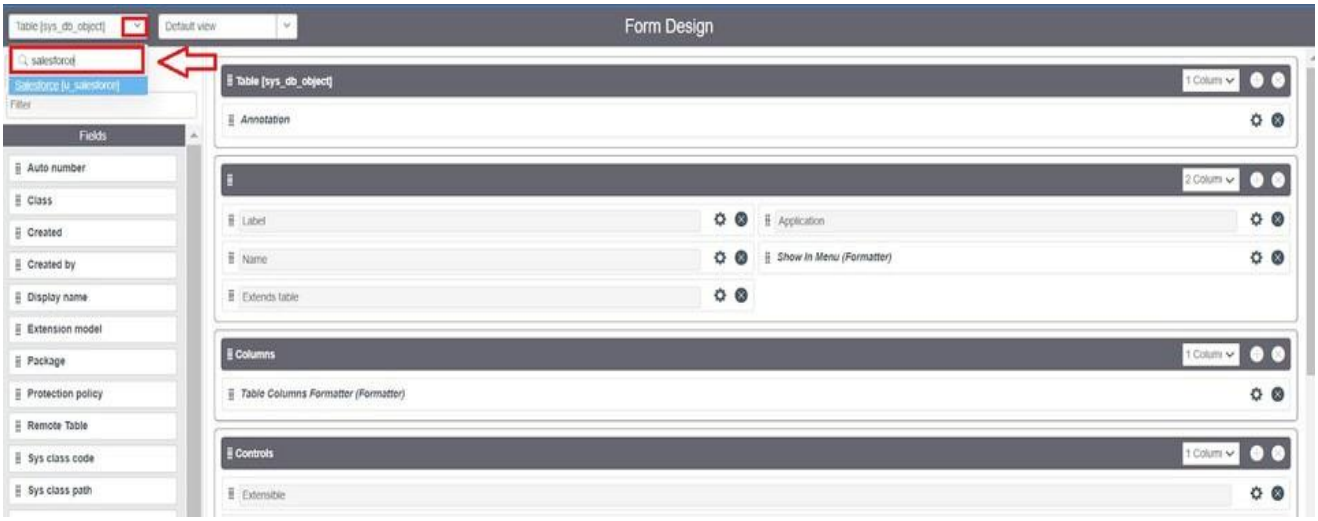
2. In Label Search for Salesforce and open .




3. Right Click on top Toggle >> Configure >> Form Design.




4. In drop down select Salesforce(u_salesforce).

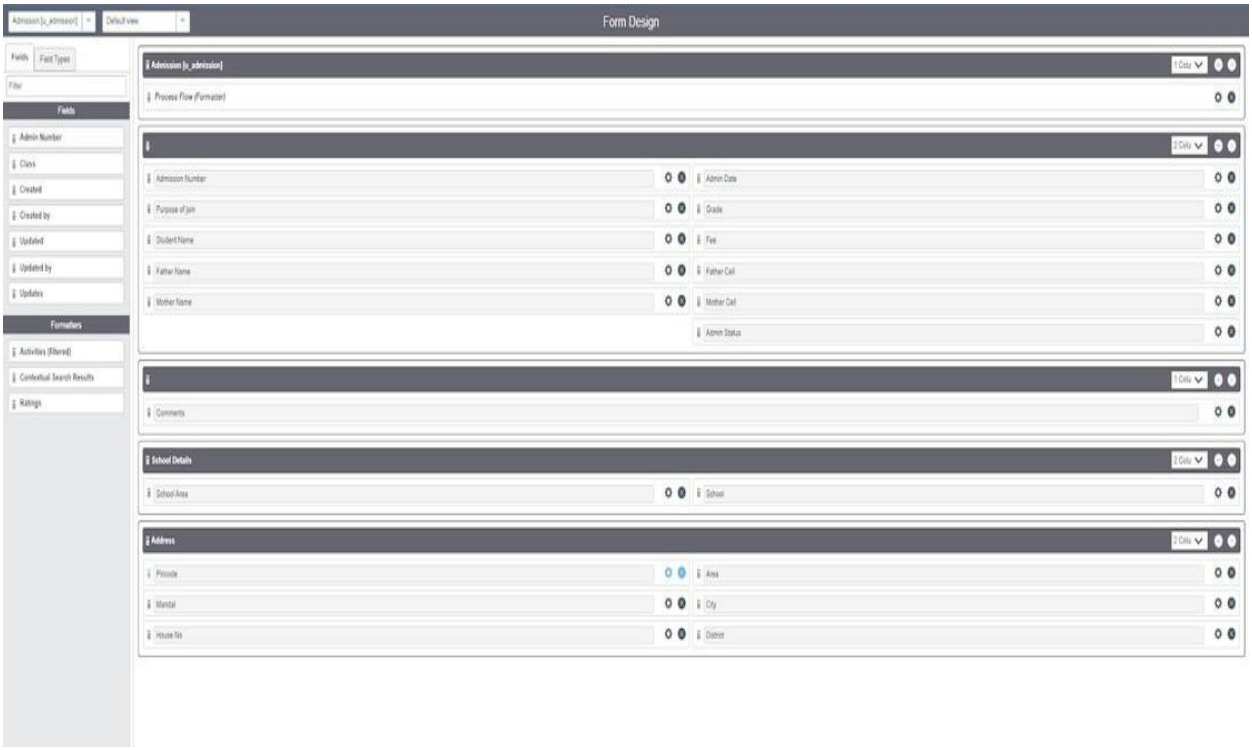



5. Drag and drop the fields to the left side as below.*


6.Save.

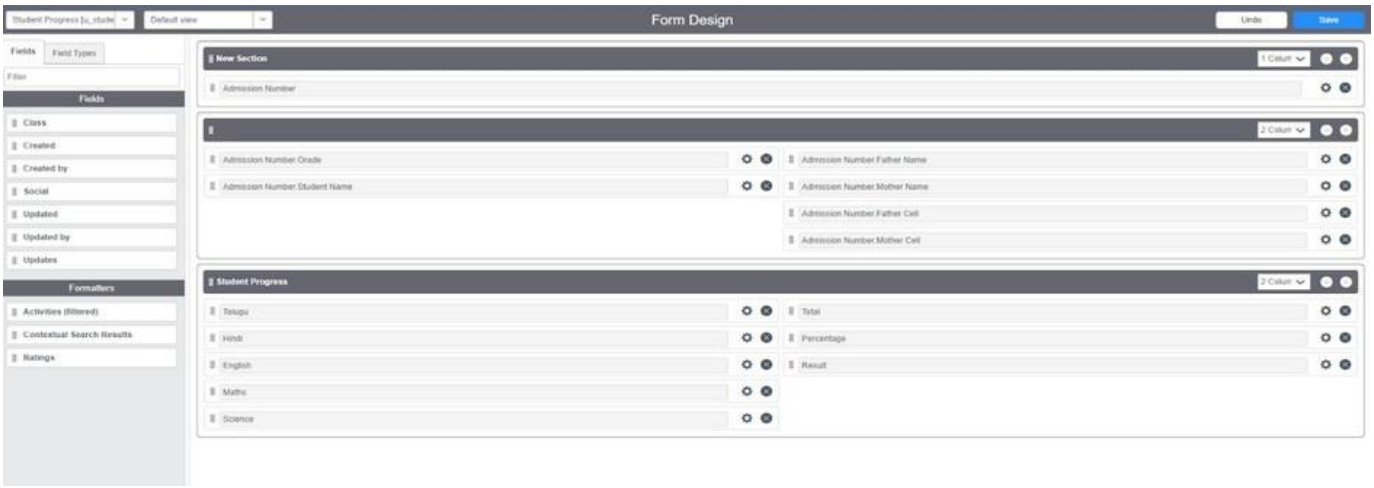
## *Activity 2 :* Creating Form Design for Admission Table

Follow the same steps as Activity 1,Configure the fields as below and Save.




## *Activity 3 :* Creating Form Design for Student progress Table

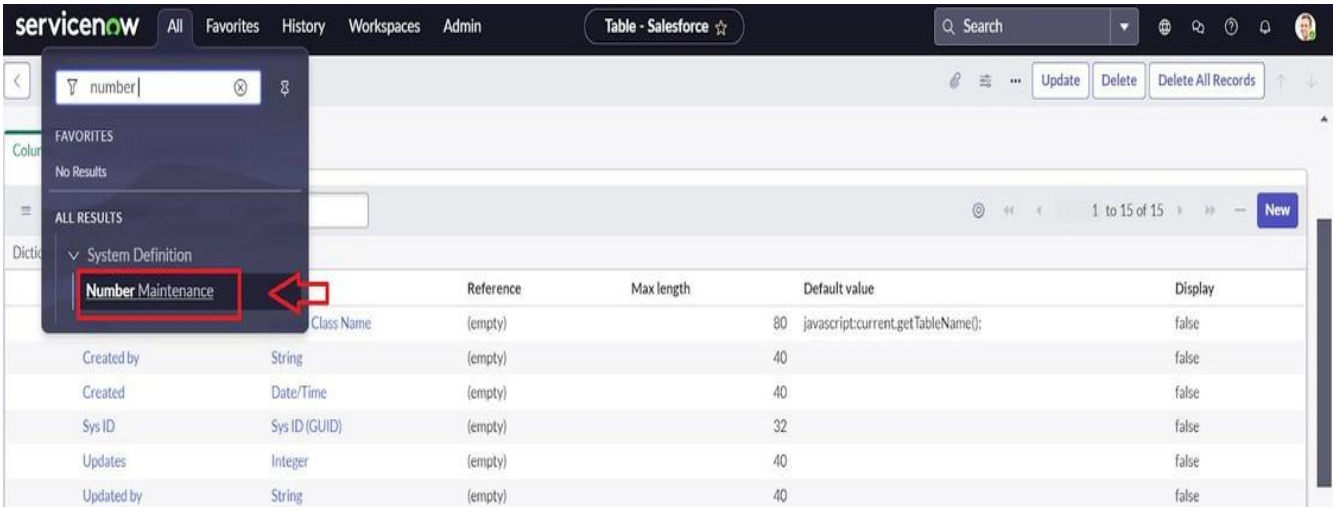
1. Follow the same steps as Activity1,Configure the fields as below and Save.



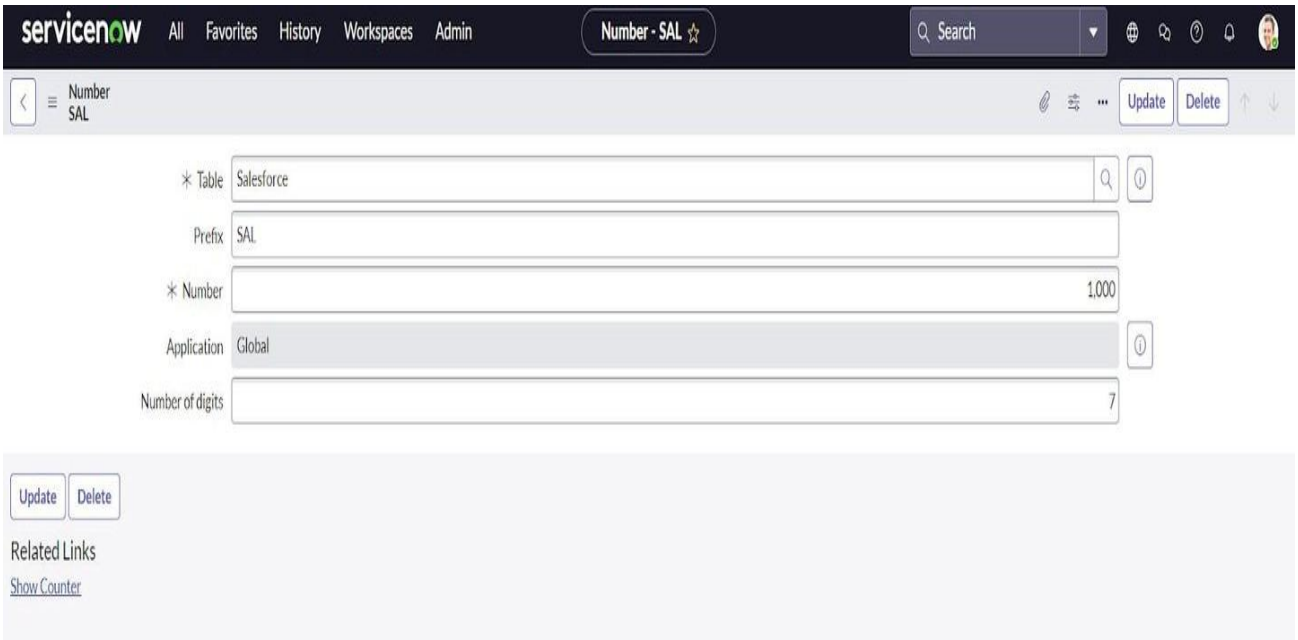

# Milestone: *NumberMaintenance*

## *Activity :* Creating Number Maintenance for Admin Number

1. All >> Number Maintenance >> New



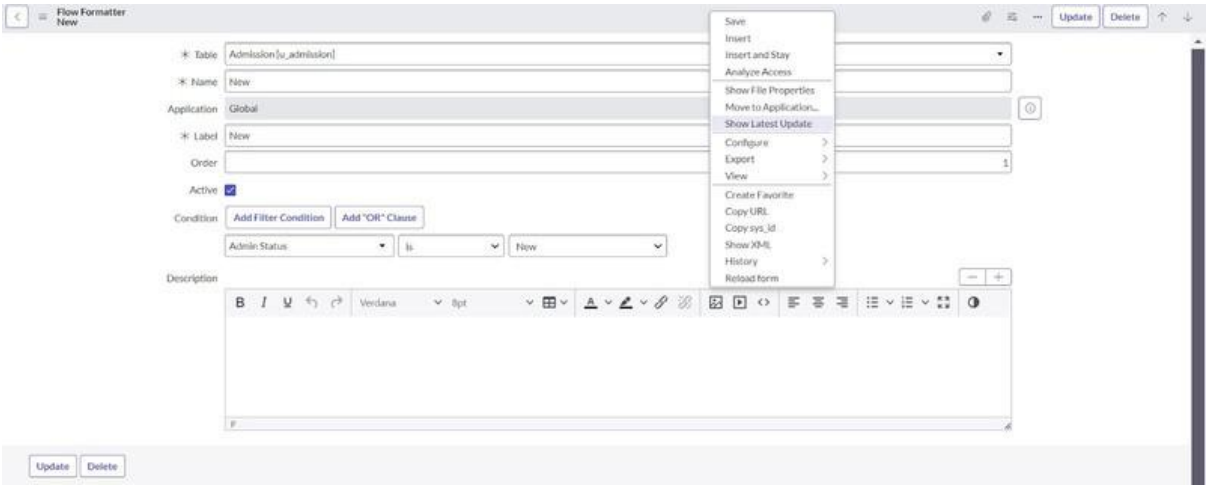

2. Fill the details >> Submit.




## Milestone : *Process Flow*

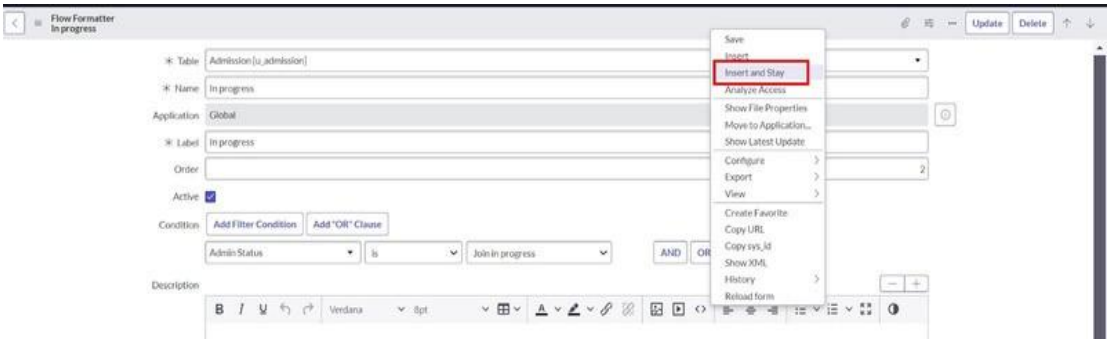
## *Activity :* Creating Process Flow for Admission Table.

1.All >> Process Flow>> New >> Fill the Details as given Below.




2. Right Click on toggle and click on the save .

3. Replace the Name and Label as below and click on Insert on stay.




4. Replace the Name and Label in order and click on Insert on stay.

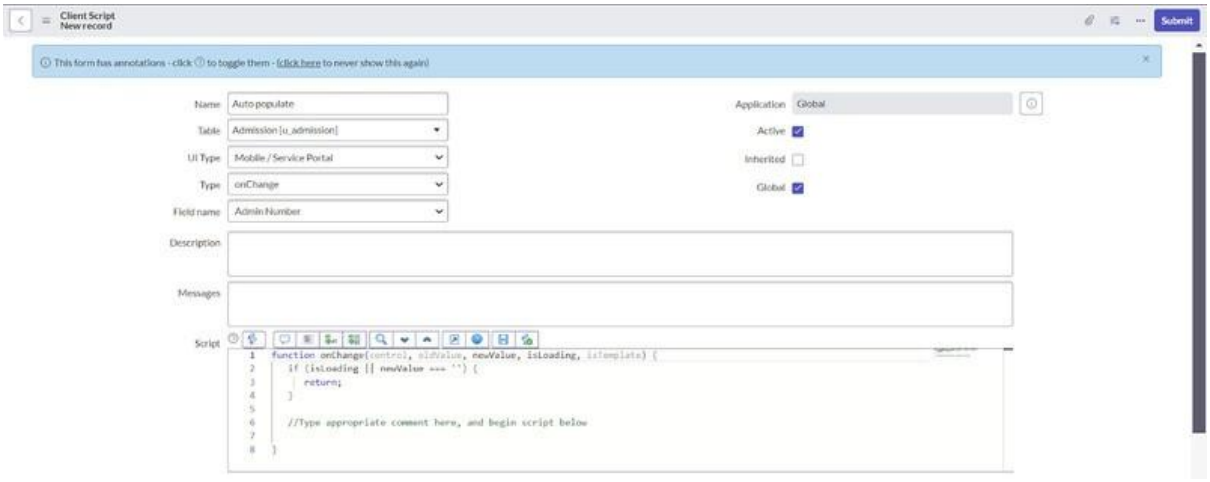
Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

5.Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

## Milestone : *Client Script*

### *Acitivity 1 :* Creating “Auto populate” Client Scripts for Admission Table.

1. All >> Client Scripts >> New >> Fill the Details as given.




2. Write the Code as below, Enable Isolate script and Save.

```
functiononChange(control,oldValue,newValue,isLoading,isTemplate)
   { if (isLoading || newValue ===
'') { return;
}
//Type appropriate comment here, and begin script below
var a = g_form.getReference('u_admission_number');
g_form.setValue('u_admin_date',a.u_admin_date);
g_form.setValue('u_grade',a.u_grade);
g_form.setValue('u_student_name',a.u_student_name);
g_form.setValue('u_father_name',a.u_father_name);
g_form.setValue('u_mother_name',a.u_mother_name);
g_form.setValue('u_father_cell',a.u_father_cell);
g_form.setValue('u_mother_cell',a.u_mother_cell);
```

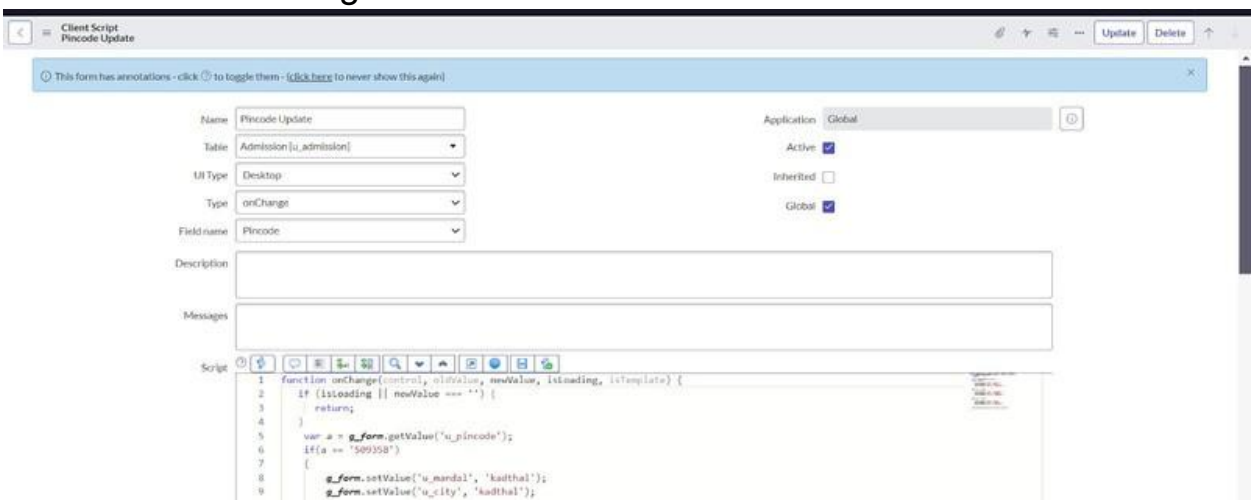
```
g_form.setDisabled('u_admin_date',a.u_admin_date);
g_form.setDisabled('u_grade',a.u_grade);
g_form.setDisabled('u_student_name',a.u_student_name);
g_form.setDisabled('u_father_name',a.u_father_name);
g_form.setDisabled('u_mother_name',a.u_mother_name);
g_form.setDisabled('u_father_cell',a.u_father_cell);
*g_form.setDisabled('u_mother_cell',a.u_mother_cell);
```

3. Click Update.

Note: Make sure the Field names should be the same as you created .

***Activity 2 :*** **Creating "Pincode Update" Client Scripts for Admission Table**

1. Fill the Details as given.




2. Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate)
    { if (isLoading || newValue ===
  '') { return;
  }
 //Type appropriate comment here, and begin script below


  var a = g_form.getValue('u_pincode');
if(a == '509358')
{
g_form.setValue('u_mandal', 'kadthal');
g_form.setValue('u_city', 'kadthal');
g_form.setValue('u_district', 'RangaReddy');
}


else if(a == '500081')


{
g_form.setValue('u_mandal', 'karmanghat');
g_form.setValue('u_city', 'karmanghat');
g_form.setValue('u_district', 'RangaReddy');


}
else if(a == '500079')
{
```

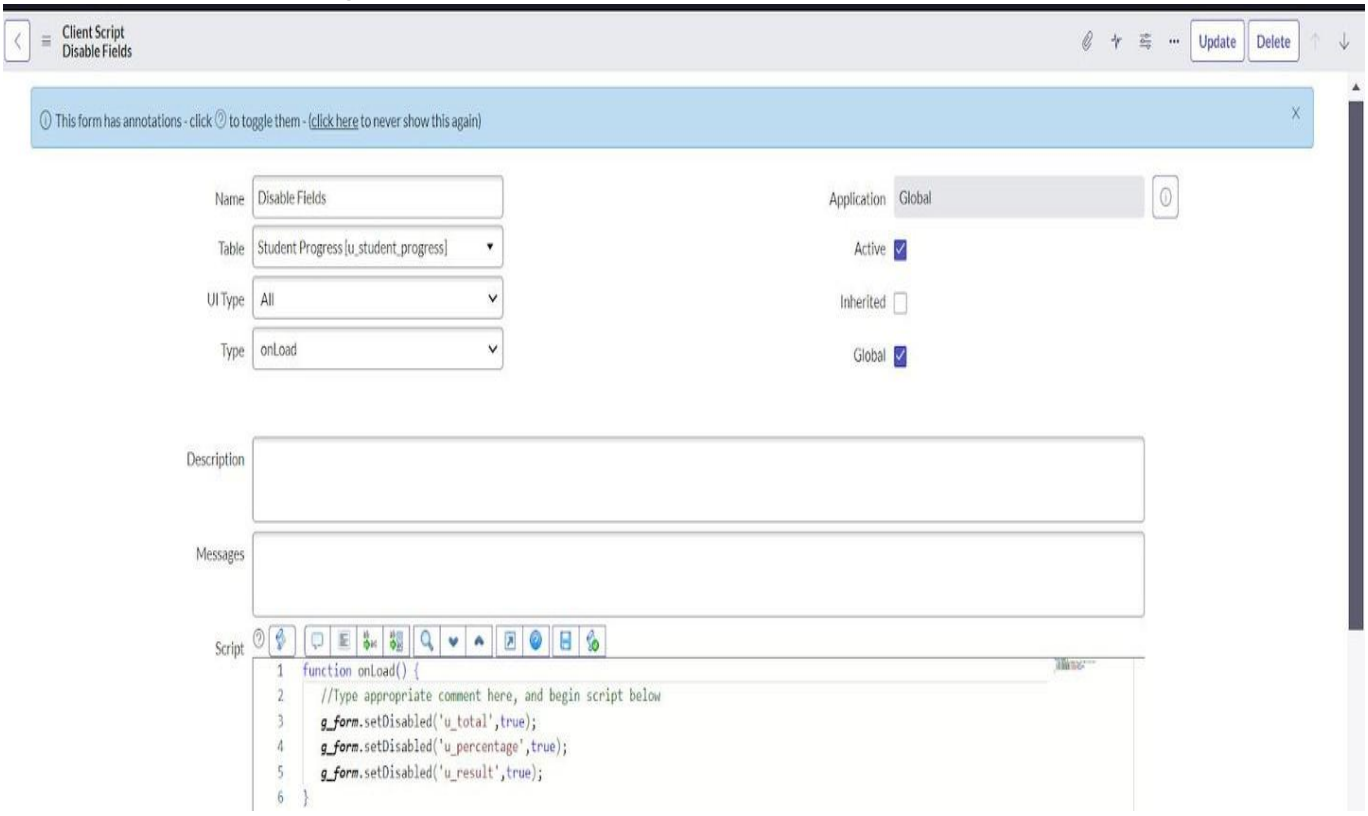
```
g_form.setValue('u_mandal', 'Abids');
g_form.setValue('u_city', 'AsifNagar');
g_form.setValue('u_district', 'Hyderabad');


}


  }
```

## *Activity 3:* Creating “Disable Fields” Client Scripts for Student progress Table.

1. Fill the Details as given.

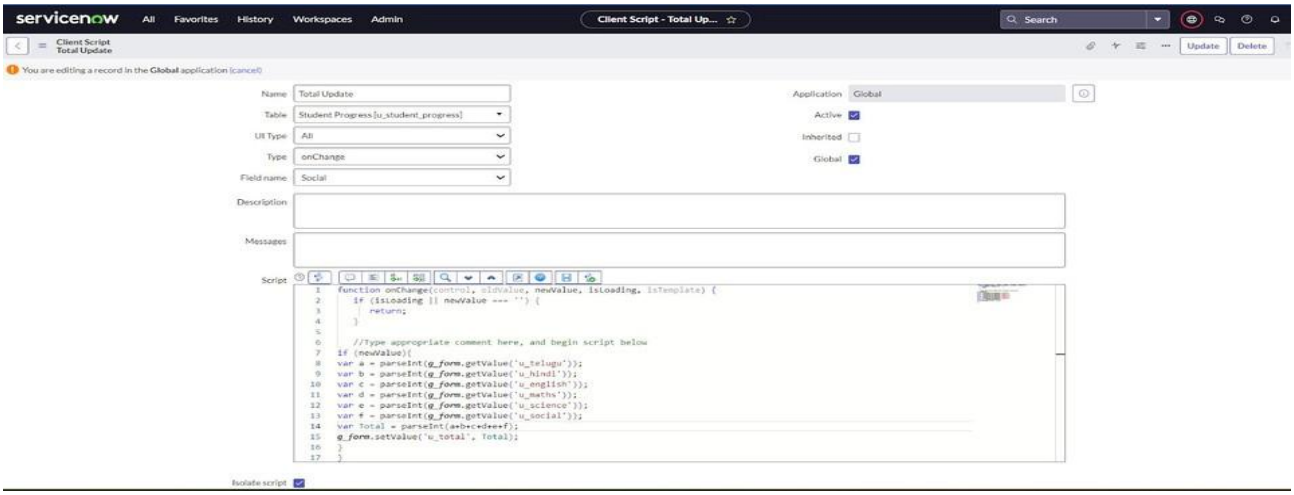



2. Write the Code as below, Enable Isolate script and Save.

```
function onLoad() {
   //Type appropriate comment here, and begin script below
   g_form.setDisabled('u_total',true);
   g_form.setDisabled('u_percentage',true);
   g_form.setDisabled('u_result',true);
}
```

***Activity 4 :*** **Creating "Total Update" Client Scripts for Student progress Table.**

1. Fill the Details as given.



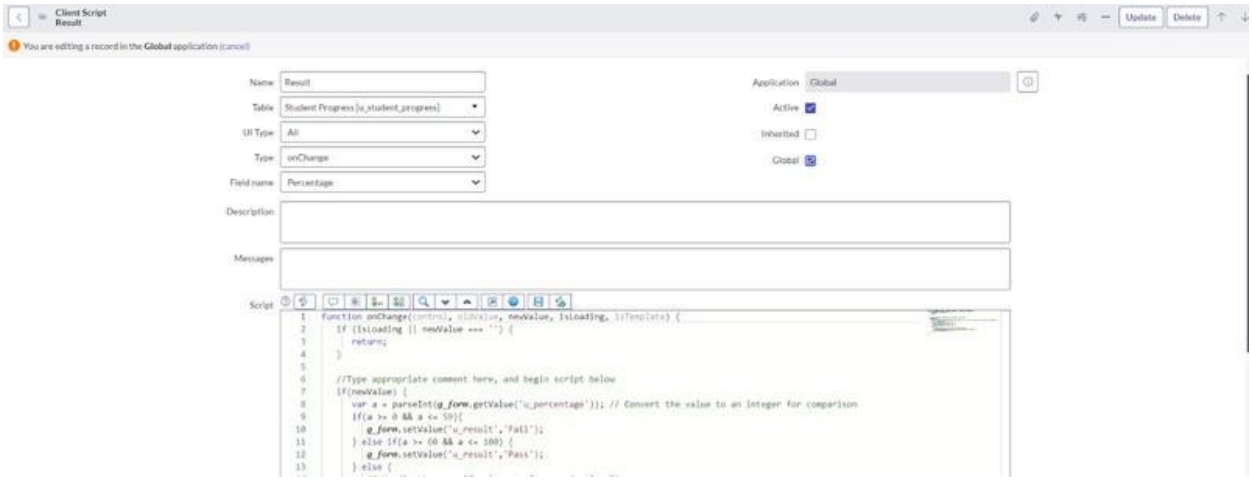

2. Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
   if (isLoading || newValue === '') { return;
   }
      //Type appropriate comment here, and begin script below
if (newValue){ var a = parseInt(g_form.getValue('u_telugu'));
var b = parseInt(g_form.getValue('u_hindi')); var c =
parseInt(g_form.getValue('u_english')); var d =
```

parseInt(g_form.getValue('u_maths')); var e =
parseInt(g_form.getValue('u_science')); var f =
parseInt(g_form.getValue('u_social'));
var Total = parseInt(a+b+c+d+e+f); g_form.setValue('u_total',
Total); } }

## *Activity 5 :* Creating "Result" Client Scripts for Student progress Table.

1. Fill the Details as given.



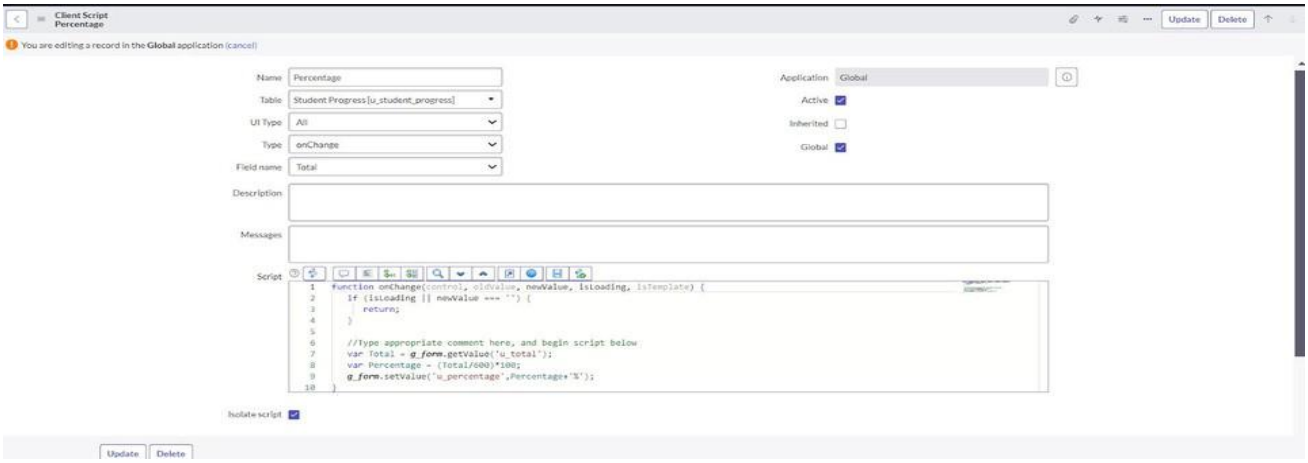

2. Write the Code as below, Enable Isolate script and Save.

function onChange(control, oldValue, newValue, isLoading, isTemplate) {
if (isLoading || newValue === '') { return;
}

```
  //Type appropriate comment here, and begin script below
  if(newValue) {
     var a = parseInt(g_form.getValue('u_percentage')); // Convert the value
to an integer for comparison if(a >= 0
    && a <= 59){
    g_form.setValue('u_result','Fail');
    } else if(a >= 60 && a <= 100) {
      g_form.setValue('u_result','Pass');
    } else {
      // Handle the case if a is out of range (optional)
          g_form.addErrorMessage('Percentage should be between 0 and
100.');
      g_form.clearValue('u_result');
    }
  }
}
```

## *Activity 6 :* Creating “Percentage” Client Scripts for Student progress Table.

1. Fill the Details as given.




2.Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') { return;
  }
  //Type appropriate comment here, and begin script below
  var Total = g_form.getValue('u_total'); var Percentage =
  (Total/600)*100;
  g_form.setValue('u_percentage',Percentage+'%');
}
```

**Conclusion :**

*The Project “Educational Organisation using ServiceNow” helps in modernizing student and staff experiences, automating administrative tasks, streamlining IT operations.*

*This project centralizes knowledge, speeds up incident resolution, and provides customizable apps, leading to better learning experiences, enhanced security, and more efficient operations.*

*An educational organization uses ServiceNow to support its operations by automating and streamlining various campus functions, including IT, HR, and student services, thereby improving efficiency.*

*Educational organizations using ServiceNow it improves us by enhancing the student and staff experience through streamlined self-service portals and automated workflows, improving IT infrastructure management with unified platforms, and gaining insights through AI and analytics to optimize operations and resources.*